

12-375

1-7-2015

TO: Ms. MARLENE H. Dortch, Secretary
 Federal Communications Commission
 445 12th Street, SW, Room TW-B204
 Washington, DC 20554

Received & Inspected

JAN 14 2015

FCC Mail Room

FROM: Donald C. JACKSON, #1059285
 AUGUSTA CORRECTIONAL CENTER
 1821 ESTALINE VALLEY ROAD
 CRAIGSVILLE, VA 24430

DOCKET FILE COPY ORIGINAL

RE: TAKE ACTION ON PRISON PHONE RATES

DEAR Ms. Dortch:

First and foremost, thank you for taking this opportunity to acknowledge my letter. Please be advised that, I observed your add in the December 2014 Prison Legal News concerning comments, addressing any of the following topics:

Well, I would like to address two of your topics. The first one is Virginia IPay Prison Bankers Collect. On December 1, 2014, my mother who is 77 years old gave my sister \$100.00 to send to me through IPay. I ended up with \$80.00 on my offender Trust Account. When I addressed my mother that from the \$100.00 in which she send to me, I only received \$80.00. My sister Debra Long told my mother that IPay charged her \$20.00 from out of the \$100.00 is why I ended up with \$80.00. I observed in the Prison Legal News on how Ms. Pat Taylor send her son Eddie \$50. Taylor paid \$6.95 for IPay. My comment is this, if Ms. Taylor paid \$6.95 for than what does IPay charge for sending out \$100.00?

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I have my Offender Trust Daily Receipt to show that I only received \$80.00 from out the \$100.00 in which my Mother send to me.

My second comment is concerning Global Tel-Link Telephone Company. Saturday - January 4, 2015, my Mother had my Niece to send \$50.00 to my Global Tel-Link phone account. I spoke personally to my Niece on the telephone Saturday afternoon before she made the \$50.00 transaction to my "GTL phone account." My Niece mention to me that Global Tel-Link has three (3) ways on the phone to put money on an offender's phone account. (1) was by collect calls, (2) was by pre-paid calls, and (3) was by providing a number. I was unaware on what number was referring to, so I provided my Niece with the phone number instead of my prison number. I ended up using all the money that I had on my Global Tel-Link Debit account in order to contact my Niece to get her to change the phone number she gave to my prison number.

This was the first time I asked my family to put any money on my Global Tel-Link Debit account for me. What I don't understand is this, if a person do not provide the correct information, then why would they keep the money (\$50.00) that was send without all the information to make the transaction toward?

All they is trying to do is have my family or I to spend more money in order for me to be able to call my family.

I have proof and evidence to show that, I was in a similar situation back in September 1, 2013, my Mother send Global Tel-Link \$40.00 to be placed on my Global Tel-Link phone account. After not receiving the \$40.00 on my phone account. On October 1, 2013, my Mother paid \$15.00 to Global Express in order to place a trace on the \$40.00 money order. Global Express trace the \$40.00 money order back to Global Tel-Link. On November 12, 2013, I filed a complaint to the Virginia Department of Corrections Volunteer Services and send Global Tel-Link a copy, along with the Better Business Bureaus. I also filed a complaint with the Virginia Attorney General Dispute Resolution Specialist. On October 7, 2013, Mr. Erin B. Bishop, Dispute Resolution Specialist wrote a letter to the Office of the President of Global Tel-Link concerning my complaint. Mr. Bishop gave them ten (10) days to respond back. After not receiving any response, on November 5, 2013, Mr. Bishop contacted stating that his office to attempt to assist me in the resolution of my complaint. Unfortunately, they were unable to resolve my dispute. But shortly thereafter someone from Global Tel-Link contacted Mr. Bishop and send me a copy stating that the \$40.00 was placed on my pre-paid account. I still have all this information.

For over five (5) years back in 2003 until 2008, my Mother was paying \$50.00 and I was only getting four (4) collect calls each month. Whereas, my Mother

was receiving her telephone bills showing that my phone calls was only \$7.00 per call. For the four (4) calls, it only came up to a total of \$28.00. When my Mother provided me with a copy of her phone records, I send the phone bills to Global Tel-Link and ask them why was they over charging my Mother. I received a letter stating that I was a third party. I still have all that information if you need it. It is way over due for someone to file against Global Tel-Link. As of now, my fight is on going. I have to get the \$50.00 placed on my Debit Account that my Mother just paid on January 4, 2015. I been paying for the Debit Account myself, but they only take the money out around the 19th of each month. See Offender Trust System enclosed.

Sincerely

Dated: 01-07-2015

Donald Jackson



OFFENDER TRUST SYSTEM – WITHDRAWAL REQUEST GTL DEBIT ACCOUNT			
OFFENDER NAME:		NUMBER:	
OFFENDER SIGNATURE:		DATE:	
HOUSING UNIT:		CELL/ BED:	
DOLLAR AMOUNT:	<input type="checkbox"/> \$10 <input type="checkbox"/> \$20 <input type="checkbox"/> \$30 <input type="checkbox"/> \$40 <input type="checkbox"/> \$50 <input type="checkbox"/> \$60 <input type="checkbox"/> \$70 <input type="checkbox"/> \$80 <input type="checkbox"/> \$90 <input type="checkbox"/> \$100		
PURPOSE OF WITHDRAWAL:	TRANSFER MONEY TO GTL DEBIT ACCOUNT		
PAY TO:	OFFENDER TRUST FUND FOR GLOBAL TEL*LINK DEBIT PHONE ACCOUNT		
GTL Withdrawal requests will be processed once a month and will not be processed if they take your spend account below the minimum balance of \$10.			
VALID ONLY WHEN RECEIVED DIRECTLY FROM PERSON WITNESSING THE REQUEST			
DO NOT WRITE BELOW LINE – FOR OFFICE USE ONLY			
SIGNATURE WITNESSED BY:			
TITLE:		DATE:	
<input type="checkbox"/> WITHDRAWAL APPROVED			
<input type="checkbox"/> DISAPPROVED (reason):			
SIGNATURE:			
TITLE:		DATE:	
DATE POSTED TO GTL DEBIT ACCOUNT :			
POSTED BY:			